

OIG Office of the Inspector General

SOCIAL SECURITY ADMINISTRATION

SCAM WARNING

SSA Impersonation Scheme

WHAT?

- The Social Security Administration and its Office of the Inspector General have received reports from citizens across the country about receiving phone calls from individuals posing as SSA employees.
- The caller indicates that citizens are due a 1.7 percent cost-of-living adjustment (COLA) increase of their Social Security benefits and goes on to ask citizens to verify personal information, including their name, date of birth, Social Security number (SSN), etc. to receive the increase.
- If the impersonator is successful in acquiring this information, they use it to contact SSA and request changes to the victim's direct deposit, address, and telephone information.

WHAT CAN I DO?

- Be cautious of unsolicited phone calls or other communications from people claiming to be from SSA or other government agencies. Know the source of the communication before providing any information.
- Avoid providing personal information such as your SSN or bank account numbers to unknown persons over the phone or internet unless you are certain of who is receiving it.

HOW TO REPORT?

- If you receive a suspicious call from someone allegedly from SSA, you may report the call to the OIG:
 - Phone: **1-800-269-0271**
 - Online: <https://oig.ssa.gov/report>
- If you have questions about any communication—email, letter, text or phone call—that claims to be from SSA or the OIG, please contact your local Social Security office.
- You can also call Social Security's toll-free customer service number at 1-800-772-1213, 7 a.m. to 7 p.m., Monday through Friday, to verify call or email legitimacy. Those who are deaf or hard-of-hearing can call Social Security's TTY number at 1-800-325-0778.

For more information: oig.ssa.gov/newsroom/scam-awareness